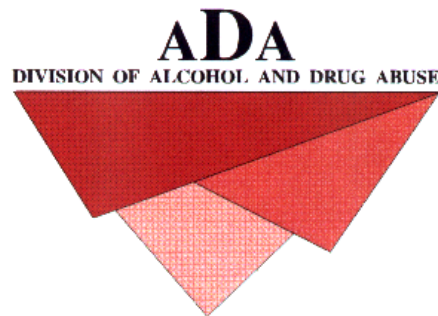


2001  
Consumer Satisfaction  
*for*  
DART (Drug Alcohol Rehabilitation & Treatment)  
St. Louis  
Community-based Services

Division of Alcohol and Drug Abuse  
Missouri Department of Mental Health



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*Thanks to the many people who  
completed the survey and to the  
staff of participating agencies.  
Thanks to the members of the  
Consumer Satisfaction Work Group,  
the Outcomes Work Group and the  
Performance Measurement Group.*



August 2001

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services

***Agency:*** DART (Drug Alcohol Rehabilitation & Treatment)

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Section 1. Total Agency

Section 2. Total Agency Non-Residential

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

**Agency:** DART (Drug Alcohol Rehabilitation & Treatment)

**Data:** Total Agency

## Demographics: Total Agency

		Total Served		Total Survey Returns		
		State	Agency	Total State Total Consumers	Total Agency Total Consumers	Total Agency Non-Residential Consumers
<b>SEX</b>	Male	65.5%	66.1%	58.7%	56.3%	56.3%
	Female	34.5%	33.9%	41.3%	43.8%	43.8%
<b>RACE</b>	White	68.7%	61.5%	66.9%	87.5%	87.5%
	Black	29.2%	36.2%	28.0%	12.5%	12.5%
	Hispanic	0.6%	1.6%	1.3%	0%	0%
	Native American	0.5%	0%	1.4%	0%	0%
	Pacific Islander	0.1%	0.2%	0.1%	0%	0%
	*Other	0.7%	0.4%	2.3%	0%	0%
<b>MEAN AGE</b>				32.39	43.13	43.13
	0-17	9.5%	0%	13.9%	0%	0%
	18-49	84.1%	90.4%	79.5%	75.0%	75.0%
	50+	6.4%	9.6%	6.6%	25.0%	25.0%

\*"Biracial" and "Oriental" are included in the "Other" category.

## Sample Size: Total Agency

*Information is based on the number of returned forms and the number of people served according to DMH billing records.*

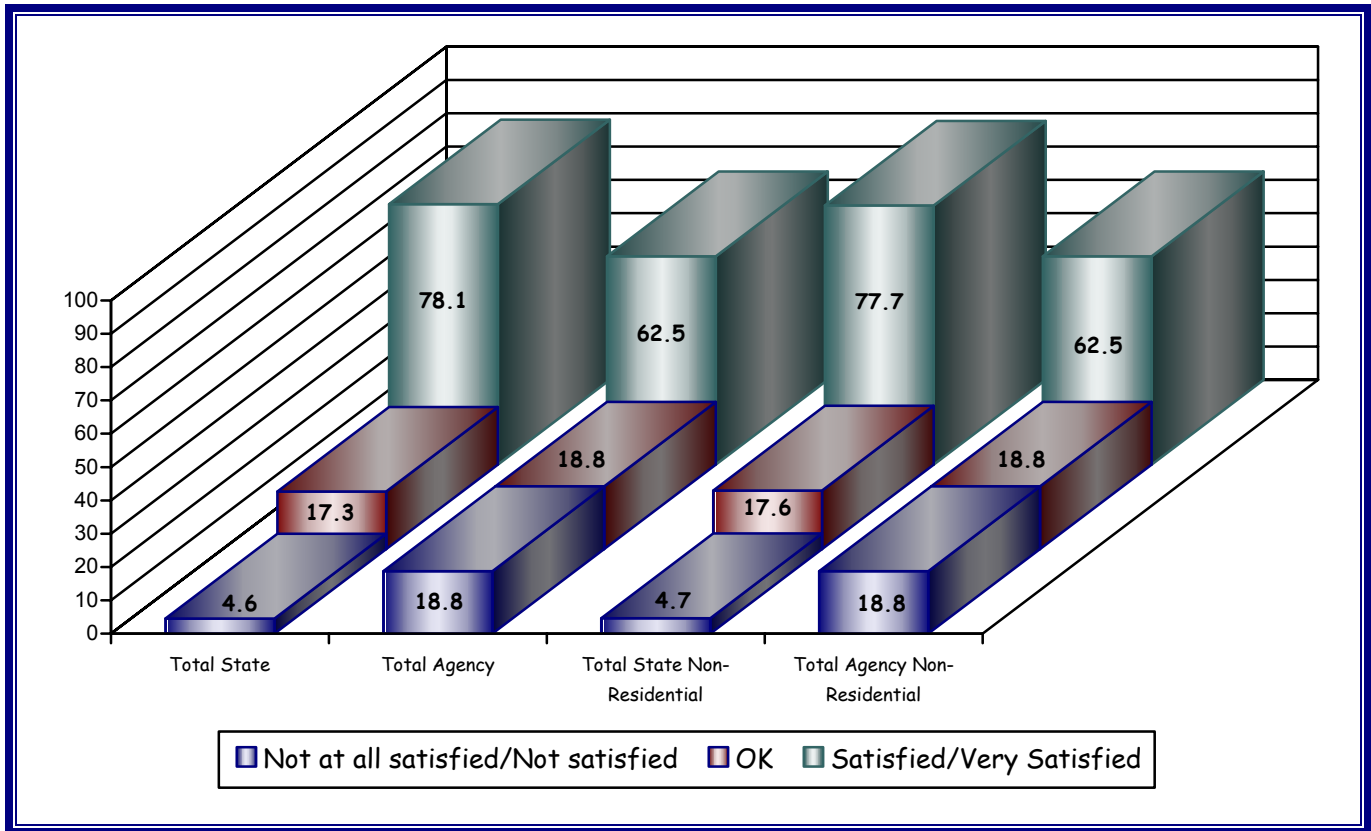
	Number Served April 2001	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
Total State*	11246		3037	27.0%	
Total Agency*	436		16	3.7%	
<b>NON-RESIDENTIAL:</b>					
<b>CONSUMERS</b>					
Total State Non-Residential*	10712		2132	19.9%	
Total Agency Non-Residential*	436		16	3.7%	
Methadone	247		16	6.5%	
GTS Adult	417		0	0%	
<b>Family Members</b>					
Methadone		25	0		0%
*Unduplicated count					

## Services for the Deaf or Hard of Hearing: Total Agency

*The following represents the percentage of affirmative responses for each item*

	Overall Totals		Total Non-Residential	
	State	Agency	State	Agency
Are you deaf or hard of hearing?	5.9%	0%	5.6%	0%
If yes, do you use sign language?	6.7%	0%	7.3%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	63.6%	0%	62.5%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	50.0%	0%	42.9%	0%

## Overall Satisfaction with Services: Total Agency



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

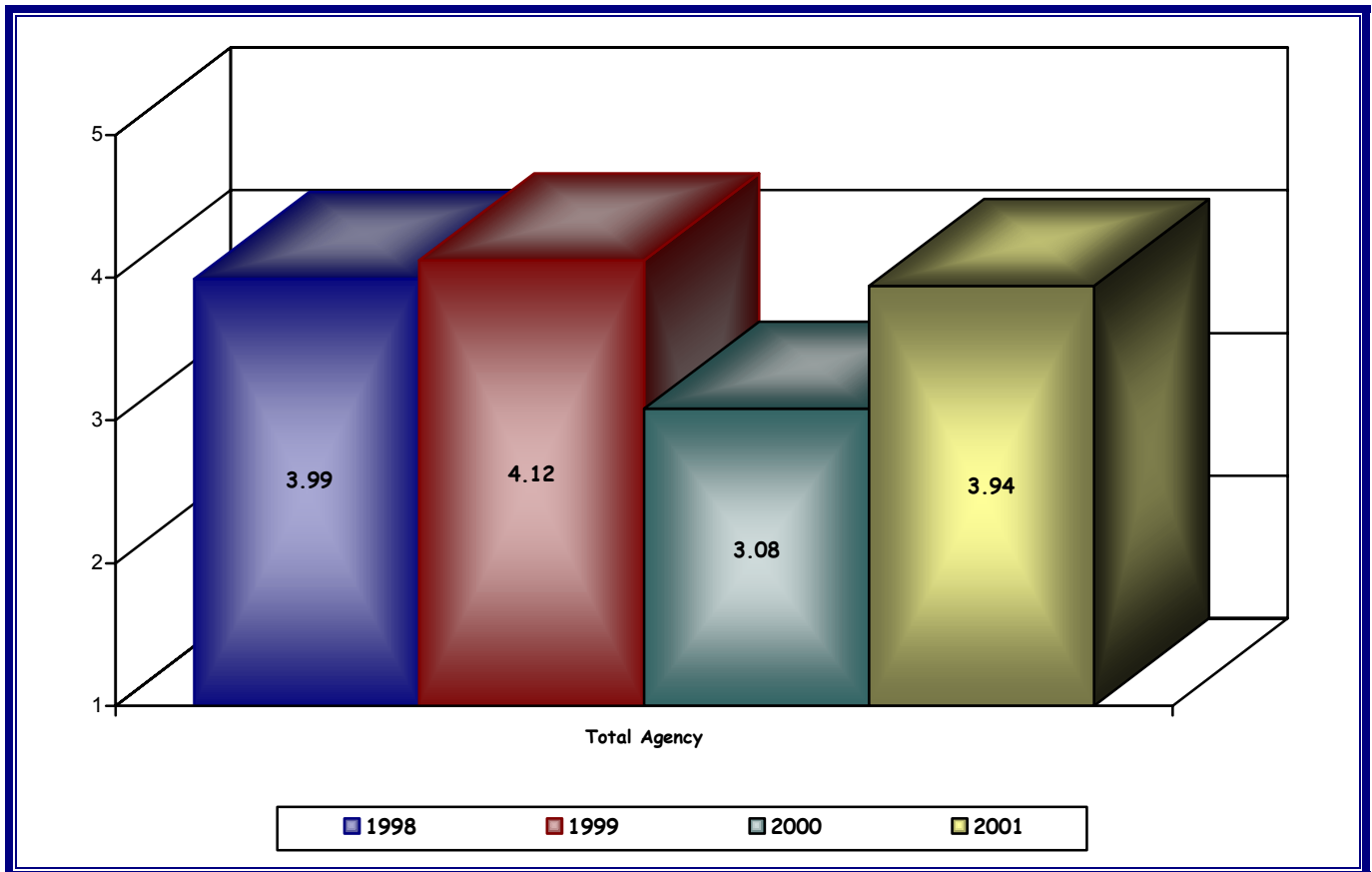
### Some of the key findings were:

- Statewide, 78.1% of the consumers of ADA services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (62.5% for this agency versus 78.1% for the state).
- This agency's Non-Residential program was rated lower (62.5% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (77.7%).

# Overall Satisfaction with Services

## Service Means

### Comparison of 1998, 1999, 2000, & 2001: Total Agency



**Comparison of 1998, 1999, 2000 & 2001 Mean Ratings** for the item "How satisfied are you with the services you received?." In 1998 and 1999 individuals served in residential settings were not surveyed.

Some of the key findings were:

- The mean of the responses to the question " How satisfied are you with the services you received?" was 3.99 in 1998, 4.12 in 1999, 3.08 in 2000 and 3.94 in 2001.
- For this agency, the mean of the responses to the service question decreased slightly from year 1998 (mean = 3.99) to year 2001 (mean = 3.94).

## Satisfaction with Services: Total Agency

How satisfied are you . . .	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (2965)	4.13 (16)	4.22 (2079)	4.13 (16)
with how much your staff know about how to get things done?	4.07 (2961)	3.38 (16)	4.07 (2071)	3.38 (16)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.27 (15)	4.25 (2075)	4.27 (15)
that your treatment plan has what you want in it?	4.11 (2933)	4.06 (16)	4.09 (2063)	4.06 (16)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	3.94 (16)	4.13 (2061)	3.94 (16)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.57 (14)	4.29 (2035)	4.57 (14)
with the services that you receive?	4.19 (2955)	3.94 (16)	4.19 (2072)	3.94 (16)
that services are provided in a timely manner?	4.03 (2079)	3.56 (16)	4.03 (2079)	3.56 (16)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 3.38 to 4.57. (1=not satisfied...5=very satisfied)
- The ratings of the Non-Residential Program for this agency ranged from 3.38 to 4.57. The people were most satisfied with the staff's respect of ethnic and cultural background. They were least satisfied with how much staff know about how to get things done.

# Satisfaction with Quality of Life: Total Agency

How satisfied are you . . .	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
with how you spend your day?	3.70 (2948)	3.38 (16)	3.73 (2065)	3.38 (16)
with where you live?	3.74 (2928)	3.94 (16)	3.73 (2050)	3.94 (16)
with the amount of choices you have in your life?	3.65 (2952)	3.69 (16)	3.61 (2072)	3.69 (16)
with the opportunities/ chances you have to make friends?	3.85 (2943)	3.56 (16)	3.80 (2063)	3.56 (16)
with your general health care?	3.74 (2909)	3.44 (16)	3.71 (2036)	3.44 (16)
with what you do during your free time?	3.75 (2941)	3.44 (16)	3.77 (2065)	3.44 (16)
How safe do you feel . . .				
in your home?	4.24 (2914)	4.44 (16)	4.30 (2053)	4.44 (16)
in your neighborhood?	4.01 (2920)	4.44 (16)	4.04 (2059)	4.44 (16)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.</p>				

## Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse.
- Overall, the consumers served by this agency were most satisfied with safety in their home and in their neighborhood (means 4.44). They were least satisfied with how they spend their day (mean of 3.38).



# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

### Alcohol and Drug Abuse Services

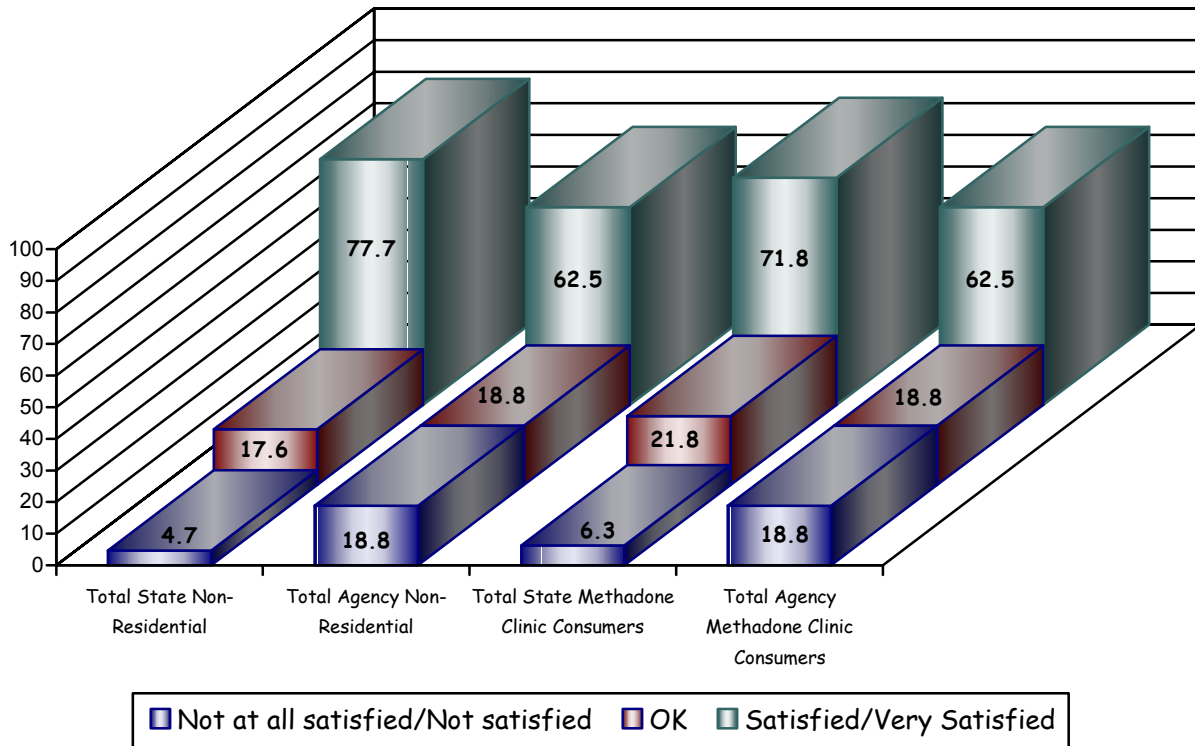
**Agency:** DART (Drug Alcohol Rehabilitation & Treatment)

**Data:** Total Agency Non-Residential

## Demographics: Non-Residential

		Total Served		Total Survey Returns		
		State Non-Residential	Agency Non-Residential	Total State Consumers Non-Residential	Total Agency Consumers Non-Residential	Total Agency Methadone Clinic Consumers
<b>SEX</b>	Male	64.5%	66.1%	56.3%	56.3%	56.3%
	Female	35.5%	33.9%	43.7%	43.8%	43.8%
<b>RACE</b>	White	68.3%	61.5%	63.0%	87.5%	87.5%
	Black	29.7%	36.2%	31.5%	12.5%	12.5%
	Hispanic	0.6%	1.6%	1.6%	0%	0%
	Native American	0.5%	0%	1.5%	0%	0%
	Pacific Islander	0.1%	0.2%	0.1%	0%	0%
	*Other	0.7%	0.4%	2.3%	0%	0%
<b>MEAN AGE</b>				32.98	43.13	43.13
	0-17	10.0%	0%	13.4%	0%	0%
	18-49	83.6%	90.4%	79.1%	75.0%	75.0%
	50+	6.5%	9.6%	7.5%	25.0%	25.0%
*"Biracial" and "Oriental" are included in the "Other" category.						

# Overall Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 77.7% of the consumers of ADA Non-Residential services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (62.5% for this agency versus 77.7% for the state).
- This agency's Methadone program was rated lower (62.5% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (71.8%).

## Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		Methadone Clinic Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (2079)	4.13 (16)	4.10 (210)	4.13 (16)
with how much your staff know about how to get things done?	4.07 (2071)	3.38 (16)	3.89 (209)	3.38 (16)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.27 (15)	4.04 (210)	4.27 (15)
that your treatment plan has what you want in it?	4.09 (2063)	4.06 (16)	3.97 (206)	4.06 (16)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	3.94 (16)	3.98 (206)	3.94 (16)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.57 (14)	4.08 (203)	4.57 (14)
with the services that you receive?	4.19 (2072)	3.94 (16)	4.06 (206)	3.94 (16)
that services are provided in a timely manner?	4.03 (2079)	3.56 (16)	3.88 (210)	3.56 (16)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item				

### Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential Programs reported that they were satisfied with the services they received.
- The ratings of the Non-Residential Program for this agency ranged from 3.38 to 4.57. The people were most satisfied with the staff's respect of ethnic and cultural background. They were least satisfied with how much staff know about how to get things done.

## Satisfaction with Quality of Life: Non-Residential

	Total Non-Residential Consumers		Methadone Clinic Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.73 (2065)	3.38 (16)	3.60 (202)	3.38 (16)
with where you live?	3.73 (2050)	3.94 (16)	3.70 (195)	3.94 (16)
with the amount of choices you have in your life?	3.61 (2072)	3.69 (16)	3.45 (211)	3.69 (16)
with the opportunities/ chances you have to make friends?	3.80 (2063)	3.56 (16)	3.47 (208)	3.56 (16)
with your general health care?	3.71 (2036)	3.44 (16)	3.29 (207)	3.44 (16)
with what you do during your free time?	3.77 (2065)	3.44 (16)	3.42 (208)	3.44 (16)
How safe do you feel . . .				
in your home?	4.24 (2914)	4.44 (16)	4.09 (204)	4.44 (16)
in your neighborhood?	4.01 (2920)	4.44 (16)	3.81 (203)	4.44 (16)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.</p>				

### Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse Non-Residential Programs.
- Overall, the consumers served by this agency were most satisfied with safety in their home and in their neighborhood (means 4.44). They were least satisfied with how they spend their day (mean of 3.38).

## Satisfaction with Methadone Treatment: Total Non-Residential

	Total Non-Residential Consumers		Total Methadone Clinic Consumers	
	State	Agency	State	Agency
Has methadone treatment helped you reduce or stop your use of opiates?	1.91 (205)	2.00 (16)	1.91 (205)	2.00 (16)
Has methadone treatment made it easier for you to maintain employment?	1.69 (196)	1.75 (16)	1.69 (196)	1.75 (16)
Were the treatment staff respectful to you and responsive to your needs?	1.73 (206)	1.63 (16)	1.73 (206)	1.63 (16)
Do you feel that the level of medication you are receiving is adequate?	1.57 (204)	1.44 (16)	1.57 (204)	1.44 (16)
Would you refer a friend or family member to this program services?	1.79 (205)	1.56 (16)	1.79 (205)	1.56 (16)
Do you believe that methadone treatment is helping you succeed in the achievement of your goals in your personal, professional and family life?	1.82 (205)	2.00 (15)	1.82 (205)	2.00 (15)
The first number represents a mean rating. Scale: 0=No, 1=Unsure, 2=Yes. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- Statewide, the participants in the Division of Alcohol and Drug Abuse Methadone Programs were unsure of whether or not their life has been improved because of the services they received. Mean ratings ranged from 1.57 to 1.91 (0=not satisfied, 1=unsure, 2=satisfied).
- The consumers served by this agency were most satisfied that methadone treatment has helped them reduce or stop the use of opiates and that methadone treatment has helped them succeed in the achievement of their goals in their personal, professional and family life (means of 2.00) and least satisfied that the level of medication they are receiving is adequate (mean of 1.44).

## Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

## Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2001. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*